

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Srinivasan et al.  
Serial No.: 09/804,728 Examiner: Y. Retta  
Filed: March 13, 2001 Group Art Unit: 3622  
For: METHOD AND APPARATUS FOR INTERNET CUSTOMER  
RETENTION

COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

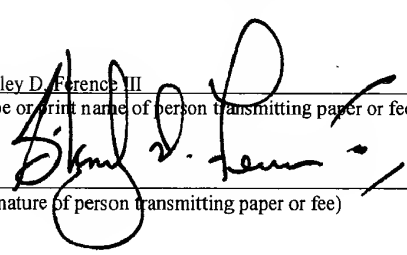
Transmitted herewith is an Amendment in the above-identified application.

1. ☐ Applicant requests an extension of time to respond to the outstanding Office Action. A Petition for an extension of time is enclosed.
- OR
2. ☒ In the event that an extension of time is required, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition and fee for extension of time.
3. ☒ Applicants claim Small Entity status under 37 C.F.R. 1.27.

CERTIFICATE OF TRANSMITTAL

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by EFS WEB to the Commissioner for Patents on June 30, 2009.

Stanley D. Ference III  
(Type or print name of person transmitting paper or fee)

  
(Signature of person transmitting paper or fee)

5. ☐ Also enclosed: \_\_\_\_\_
6. ☒ No additional filing fee is required.
7. ☒ The filing fee has been calculated as shown below:

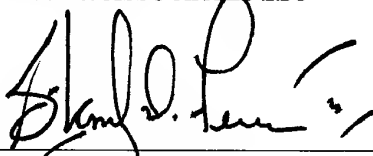
	Claims Remaining After Amendment (Col. 1)	-	Highest No. Prev. paid for (Col. 2)	=	Present Extra (Col. 3)	x	SMALL ENTITY			x	OTHER THAN A SMALL ENTITY	
							RATE	FEE			RATE	FEE
Total Claims	16	-	** 20	=	* 0	x	\$26	=	O	x	\$52	= 0
Ind. Claims	3	-	*** 3	=	* 0	x	\$110	=	O	x	\$220	= 0
<input type="checkbox"/> Multiple Dependent Claim Presented						+	\$195	=	O	+	\$390	= 0
							TOTAL	= \$0	O		TOTAL	= \$
									R			

- \* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.
- \*\* If the "Highest No. Prev. paid for" in this space is less than 20, write "20" in this space
- \*\*\* If the "Highest No. Prev. paid for" in this space is less than 3, write "3" in this space.

9. ☐ Submitted herewith is a completed Credit Card Payment Form. The Commissioner is hereby authorized to charge the \$\_\_\_\_\_ filing fee to the credit card identified in the Credit Card Payment Form submitted herewith.
10. ☐ The Commissioner is hereby authorized to charge payment of any additional filing fees associated with this communication or credit any overpayment to the credit card used in submitting via EFS WEB.

Respectfully submitted,

FERENCE & ASSOCIATES LLC

By   
Stanley D. Ference III  
Reg. No. 33,879

Dated: June 30, 2009

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